

Virginia Board of Pharmacy

Returning Drugs to Stock from "Will-Call"

The following procedure may be used to return drugs to stock which have been dispensed pursuant to a prescription and placed in will-call, but which have never been picked up by the patient and have never left the pharmacy:

A pharmacy may return a dispensed drug to stock from will-call provided the drug is treated as a repackaged drug for use by that pharmacy only in accordance with 18 VAC 110-20-355. An expiration date shall be placed on the label prior to returning the drug to stock. In the absence of stability data to the contrary, the date on the label may not exceed the expiration date on the manufacturer's container or one year from the date the drug was originally dispensed and placed in the prescription vial, whichever date is earlier. The restocked drug should be used to fill the next prescription received for that product. In the event that the drug is not dispensed prior to the new assigned expiration date, it will be removed from stock and destroyed or otherwise disposed of in accordance with regulations.

If there is no lot number on the label of a drug returned to stock or on the prescription records which can be cross referenced from the prescription label, the drug will be removed from stock upon any recall of that drug product and returned to the manufacturer or otherwise disposed of in accordance with regulations.